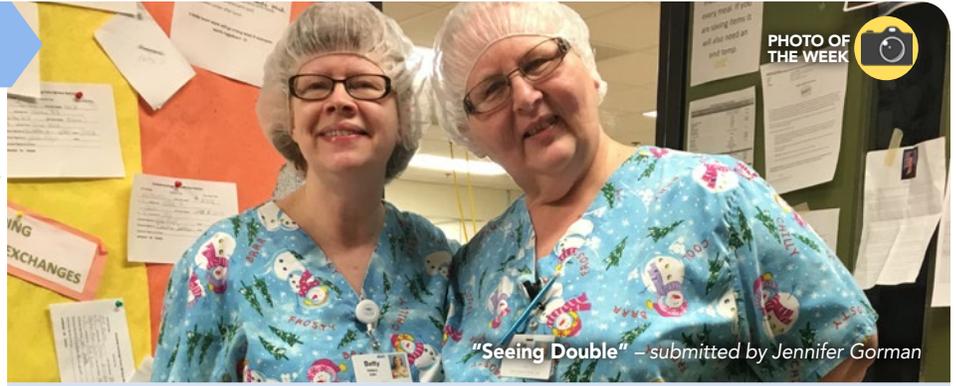
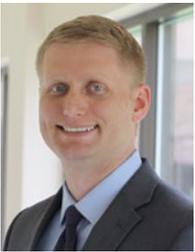


A Weekly Update  
For The Employees of  
North Central Health Care



"Seeing Double" – submitted by Jennifer Gorman

# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH MICHAEL LOY

### Master Facility Plan

Nearly a year ago we started a Master Facility Planning Process to define a vision for the building needs of our main campus for at least the next 10 years. It is really important we are talking about this because our facilities are 30-50 years old. A Master Facility Plan looks at all of the physical needs (buildings, land, improvements) an organization has to operate given its projected growth and maintenance needs over the immediate (1-2years), short (5 years) and long term (10 years). Developing a plan requires us to examine our current services flows, anticipated community needs and to consider benchmarking ourselves against other organizations similar to ours for best-practices.

Last year at multiple Employee Update sessions and in many community conversations I talked about the vision a Master Facility Plan would provide us and the urgency to have a plan in place. The NCHC Board jumped on to the endeavor early to support the spending to get it done. We are getting very close to the end product of this plan that I look forward to sharing in the next several weeks. You can bet on me touching on it at our next Employee Updates in March. As we continue to focus our 5 to 50 Vision (identifying all the things we need to do over the next five years to get NCHC to where it needs to be at for our 50th Anniversary to set this organization up for success for the next 50 years), the things we do with our buildings to meet community need are very important. At very least, we know we are going to be building a new pool, upgrading our nursing home and looking at a new hospital in the next 5 years. These needs are pressing even before we start talking about improvements to the physical plant (heating, cooling etc..) or other opportunities. Good long-term planning is clearly a key to our viability and future here at NCHC.

As we began our Master Facility Planning Process I provided the project team with the following guiding principles of what a quality Master Facility Plan would deliver.

- 1) Provide a direction for facilities that enable more efficient clinical operations. Functional adjacencies (program locations) must be addressed and well planned.
- 2) Create facilities that are deinstitutionalized and enable optimum care for a growing service population. Invest wisely to allow future flexibility to build out or adjust.
- 3) Operate and maintain facilities more efficiently in terms of monitoring, managing and improving energy usage.
- 4) Prepare our facilities to support higher acuity care, especially in the nursing home.
- 5) Enhance regulatory compliance.
- 6) Allow for NCHC to be a leader in the educational programming we support including, but not limited to residency programs, clinical rotations and group education both for current staff and consumers.
- 7) Incorporate evidence-based design for enhancing the patient experience including harnessing natural light and landscaping without runaway costs.

– continued on page 2



**Celebrating Activity Professionals Week..... 3**

Fun and Appreciation!

**Meet Lynn Wengelski..... 4**

Compensation & Benefits Analyst

**Singing Telegrams Are Back ..... 6**

## ADMINISTRATOR ON-CALL x4488 or 715.848.4488

In the event of Phone System Outage, reference the O:drive "On-Call Information Folder" for Schedule and Cell Phone #'s.

**Monday, Feb. 5 –  
Sunday, Feb. 11**

**Brenda  
Glodowski**



## WITNESSING EXCELLENCE

**Who: Jennie Comfort,  
Community Treatment**

**Why:** One of my clients was dropped off at a wrong location and I was unable to go pick them up. Jennie was able to do so!

**Submitted By:  
Nicki Voitula**





- 8) Improve campus patient flow, way-finding, communication, emergency preparedness and safety. Reduce access points as narrowly as possible.
- 9) Reorganize campus for reduced operational costs. Reduce overall gross square footage. Clearly defined on-stage and off-stage areas. Maximize technology investments and functionality within the footprint.
- 10) Quality work space for employees, establishing space standards and equity in allocation within and between programs.

As the final plan is set to be delivered soon, I will be judging the success of the final Master Facility

Plan on whether we can accomplish the guiding principles above and if we can find a way to fund these things in a fiscally responsible manner. I believe there is a path to do both.

Lastly, one of the key elements of our Master Facility Plan is what is going to happen with Mount View Care Center. We know we need to reinvigorate the physical space to successful operate going forward. The County has moved closer to locking in a long-term commitment to the size and scope going forward for Mount View Care Center. This is exciting for the community. I expect some real movement on the renovation project in 2018. Recent success in Mount View Care Center is driving the optimism

all around. In 2017 we drastically improved employee turnover, increased patient experience, our clinical quality was exceptional (lowest readmission rates in the region and a very good annual survey) and this all led to a positive financial result for Mount View Care Center. Success begets more success. Thank you to our MVCC team for a great 2017 and positive outlook going forward. You've all done a tremendously great job! Momentum across the organization is what we are working on building in 2018. Let's keep it up!

Make it a great day,



### PHOTO OF THE WEEK



#### Submit A Great Photo From Your Week!

We see inspiration, beauty and contemplating images every day. Things we just wanna say "Did you see that?". Each week the News You Can Use will feature a "Photo of the Week" taken by our staff at NCHC. It could be nature, something new, person-centered service inspirations, or a great team shot of your team in action. Photos will be randomly selected to be featured on the front page.

Submit your photo and description to: Email: [jmeadows@nrcen.org](mailto:jmeadows@nrcen.org) or Text: 715.370.1547. Please indicate Photo of the Week and include your name, who/what/where of the photo and why you are submitting. **Please remember!** To protect the privacy of our patients, clients and residents, photos are not to be taken of any of those we serve without written permission.

**Seeing Double** – Submitted by Jennifer Gorman, Food Services

Ever have one of those days where you feel like you are seeing double? It happens at NCHC only you ARE seeing double....or at least 2 employees who dressed exactly the SAME in Food Services. Betty Breshnahan and Julie Myer brought the snow with them in these matching snowman outfits!

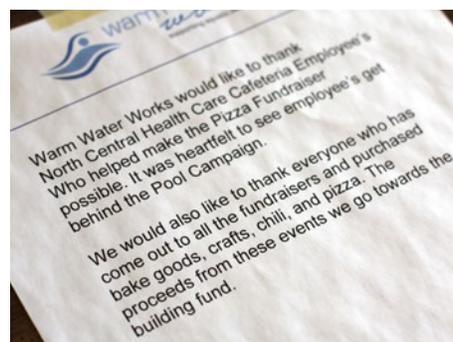
### Over \$5,000 was raised last week from Pizza Sales!



### WARM WATER WORKS PIZZA SALE SUCCESS

#### Thank You To Everyone Who Ordered

Warm Water Works would like to extend their appreciation to all those who ordered pizza to support the Warm Water Therapeutic Pool Campaign. Warm Water Works, NCHC staff and volunteers handmade 468 pizzas last week to raise over \$5,000 to support the pool. A special thanks to all those who purchased and volunteered. Also a big thanks to Jenn Gorman and the Food Services Team for all their extra help and for the idea itself! PEOPLE LOVE OUR NCHC PIZZA AND OUR POOL!



### FROM THE MAIL ROOM

#### Outgoing Mail Reminder



The Mail Room would like to remind all staff to remember to write the **program string on the return address section of outgoing mail** so that way costs can be tracked for future mail cost planning. If you need assistance with this, or finding out your program string, please talk with your department leaders and they will be able to assist you.

For interoffice mail, please be sure to mark the name **and** department or program on any inter-office mail. Recently, we have seen an increase of mail be forwarded to "Marathon County Facilities", – which is our maintenance team on the Wausau Campus – when in fact it should be directed to a program within Marathon County such as Social Services for example.



# CELEBRATING NATIONAL ACTIVITY PROFESSIONALS WEEK

January 21– 27, 2018



Every day, NCHC activity staff members enrich the lives of those we serve and promote the well-being of everyone in our organization with their spirit and enthusiasm. During the week of Jan. 21-27, 2018, we celebrated National Activity Professionals Week. This year's theme was

## "People, Purpose, Passion."

Our activity professionals in all departments plan, organize and engage those we serve with purpose and powerful passion. Thank you to those people who include Life Enrichment coordinators, Recreational CNAs, Massage Therapists and many others who bring smiles to our residents with laughter, music and many other fun activities.



The week was filled with fun activities (go figure!) that also shared some insight into the lives of some of our Activities Professionals. Suzanne Sedrak shared some of her personal things and Egyptian culture, where she was born.



## BROWN BAG LUNCH SERIES

February 2018

Wausau Campus Computer Lab

Registration not required.



making **IT** work for **ME**



8:00-9:00 a.m. and 3:30-4:30 p.m.

NCHC Wausau Campus Computer Lab

TIER - Referral/PCP Tab, Core Problems, and Treatment Plans

February 20th

### TIER Referral and Primary Care Provider Forms

February 8 12 noon to 1 p.m.

Members of the IMS team will be presenting information on how to complete the forms for capturing Referral and Primary Care Provider information in TIER.

### TIER Treatment Plans and Core Problems

February 22 12 noon to 1 p.m.

Members of the IMS team will be reviewing how to complete Core Problems and Treatment Plans in TIER.



# HRinsights



## MEET LYNN WENGELSKI Compensation & Benefits Analyst

Lynn is new to our Human Resources team at NCHC. She will be administering all the benefits available to NCHC employees and will be able to assist employees with any questions that may come up as a new or seasoned employee. Lynn will also handle the family medical leave application process. She specializes in Employee Benefits and has over 15 years of experience in employee benefit administration. Welcome to the team Lynn!



# Person-Centered Shout out

## TO THE TRANSPORTATION TEAM

**“Community Treatment wants to give Transportation a huge shout out!!!! I went out early to start the car I would be using this morning and found the whole fleet of cars warming up. This is not the first time they have done this and when I went back to tell some team members they also commented how nice it was to find the cars warmed up. Transportation should be recognized for going above and beyond...Thank you Jenny, Kara, Dave, Jeff and anyone else in transportation that has given our team a warm start to the day!!!!!!!!!!!!”**

– Submitted by Kathy Wunsch, Community Treatment

## Frontline EAP Employee Assistance Program



Employee Assistance Services can aid you in finding solutions to your concerns, whether emotional, psychological, marital, alcohol and drug, family or work related. Your EAP can provide assessment, problem solving and support to assist you in managing your concerns. Using EAP to deal with a worrisome situation could prevent it from becoming a major problem.

**To contact EAP schedule an appointment, please call: 1.800.540.3758 or eap@ascension.org**

## SLEEP – A “FOUNTAIN OF YOUTH”



Although there is no such thing as a “fountain of youth,” many researchers are convinced that quality sleep comes closest to its benefits. Seek help for sleep troubles from appropriate health resources. Start with a doctor, EAP, counselor, credible book, or your health and wellness advisor. Research studies on those who get better sleep show improved memory, reduced depression, improved self-confidence, lost weight, looking younger, increased creativity, improved mood, increased energy, prevention of cognitive decline in later life, reduced pain, better work performance, and even positive benefits in decision making leading to business and financial success. One study showed that 17 hours without sleep equates to an impaired brain with a .05 percent blood alcohol level. Source: <https://www.ncbi.nlm.nih.gov> [Search PMC 1739867]

North Central Health Care has **738 REASONS** why we’re a great place to work!

What is the connection?

# HEALTH AND WEALTH



## JOIN THE CONVERSATION

February 15, 2018  
9:00 am to 10:30 am

Marathon County Health Department  
1000 Lakeview Drive, WI  
54403

Learn more about what factors impact our health and participate in a hands-on activity that will get everyone talking

PLEASE RSVP TO ASHLEY DEERING  
ashley.deering2@co.marathon.wi.us





# FOOD SERVICE

*Pride in Food Service Week: February 5-9th*



**JOIN US FOR THESE STAFF AND RESIDENT EVENTS TO CELEBRATE OUR FOOD SERVICE DEPARTMENT:**

**Mon. Feb 5 Guided Kitchen Tours 1:30, 2:00, or 2:30**

Never seen the great “events” that take place in our kitchen? Take a guided tour. Tours will start in the cafeteria and last about 20 min.

**Thurs. Feb 8 Food Service Olympics**

Join us in the cafeteria at 2:00 for an Olympic size battle of Residents vs Food Service!

**Fri. Feb 9 Food Olympics Happy Hour**

Spend time mingling in the 1st floor dining room at 2:00 getting pumped for the Winter Games. We will feature Olympic themed drinks and trivia.



## FLEECES HAVE ARRIVED

**Watch for Delivery This Week**

The shipment of Holiday Gift Fleecees has arrived! The Purchasing Team, along with a group of Volunteers, will be sorting and delivering fleecees to each program area beginning mid-week next week. Program leaders will be distributing to employees.

As with any garment orders, we ask that **employees inspect their fleecees for any defects and report any problems via email by Feb. 21 to Kelly Henke Kaiser in Purchasing at [KHenke-Kaiser@norcen.org](mailto:KHenke-Kaiser@norcen.org)** Defects are bad zippers, tears, seams, etc. Because these are custom orders for NCHC and sizing samples were made available for everyone to try on, returns because employees ordered an incorrect size will not be accepted, and are not considered a defect. If you receive a color or size you did not order, and there is an error, we can get that corrected for you also. Please only report defects in craftsmanship or wrong orders to Kelly.

These fleecees will be added to the SwagShop for ordering within the next few weeks, so if you are interested in ordering additional fleecees, you can! <http://www.norcen.org/SwagShop>



North Central Health Care  
Person centered. Outcome focused.

January 2018

Employee of the Month



**TANYA ZALOUDEK**

**Outpatient Services**



Congratulations to Tanya Zaloudek for being recognized as our January Employee of the Month! Tanya focuses on providing outstanding person-centered service to all of her clients. Her compassion and dedication can be seen in her daily interactions with clients. Tanya has been known to be the first to work and the last to leave, and often gives up lunch periods to see clients at times or to help co-workers who may be in need. Her level of professionalism is admirable and she consistently exceeds her productivity requirements in Outpatient Services. Tanya has worked in the Substance Abuse & Day Treatment program on the Wausau Campus and has also provided clinical supervision at the Merrill and Antigo Centers. During staff shortages at the Antigo Center, Tanya's duties changed to help meet the needs of our communities and she was effective in helping clients gain access to services. She welcomed this change and continues to put the needs of clients first. Tanya is a great asset to our Outpatient Services Team and to the communities we serve.

**Congratulations Tanya!**



### CONNECTING WITH OUR COMMUNITY Birth to Three Team Visits Athens Elementary

The Birth to Three Program was at Athens Elementary School this week for Child Development Days. The team shared information about services for infants and young children and provided early childhood developmental screening.

Photo: Kristine O'Flyng and Michele Faundre of Birth to Three

### SINGING TELEGRAMS AT MOUNT VIEW CARE CENTER Celebrating Valentine's Day

Mount View Care Center is holding a fundraiser on Valentine's Day. Singing Telegrams can be purchased for residents that will be presented to them on Valentine's Day.

We need your singing talent! If you are interested in singing, please contact McKena Viegut [MViegut@nrcen.org](mailto:MViegut@nrcen.org) or 715-848-4378. Singing will begin at 3 o'clock on Valentine's Day. If you want to place an order for singing telegrams, see the order form below!



## Valentine's Day Specials

A special day celebrated by all ages to show your love and affection for those you hold so dear. Let us help you display your love and in couple different price points.

**Option 1 \$5**  
Includes: Personal Singing Telegram & Flower

**Option 2: \$6**  
Includes: Personal Singing Telegram, Flower, Valentine Balloon, & Sweet Treat

\*Gifts will be delivered on Valentine's Day\*

**Complete order form below and send to:**  
North Central Health Care  
1100 Lakeview Drive  
Wausau, WI 54403  
ATTN: McKena-LBL Activities

Any questions, please contact McKena Viegut at 715-848-4378 or at [MViegut@nrcen.org](mailto:MViegut@nrcen.org)

**All proceeds go towards Legacies by the Lake**

**Deadline: February 9th**

Your name: \_\_\_\_\_

Resident's name: \_\_\_\_\_

Please check one:

Option 1:	Option 2:

Payment must accompany order form. Cash or Check accepted. (Make checks payable to NCHC)

### PUNCHING IN AND OUT Reminders from Business Operations

Employees who leave NCHC property must punch out for a minimum of 30 minutes. Breaks, including lunch periods, exceeding thirty (30) minutes are unpaid unless specifically authorized by management. If you have specific questions, please talk with your manager or supervisor. See Employee Compensation Policy #0205-1 on the Policy System for full details.

## Recovery Coaching Certification Training February 9-12<sup>th</sup>, 2018 from 9am-5pm

Marathon Co Health Department – 1000 Lakeview Drive, Wausau

*This training, provided by DarJune, offers the Connecticut Community for Addiction Recovery (CCAR) model as part of a recovery-oriented system of care for individuals and families dealing with substance use disorders. This training includes core competencies for Recovery Coaches with additional training on Ethics, Boundaries, Medication-Assisted Treatment, Gambling, and more.*

*Recognized nationally as the original and leading recovery offering of its kind, CCAR's Recovery Coach Academy is an innovative new approach to healing people's lives that is unlike any other training. It offers participants the one-in-a-lifetime experience to gain new knowledge, be challenged, and reap valuable awards; providing the essential learning tools and resources needed to become an effective recovery coach.*

#### TRAINING OFFERS:

- 30 hours for CCAR Recovery Coach Certification
- Lunch, snacks & refreshments for all 4 days of training
- Access to additional CCAR trainings
- On-going consultation from trainers for the 1<sup>st</sup> year
- Official CCAR Recovery Coach Guide

**Space is limited to 30 participants**  
**Cost: \$50/Person**

Fill out the application online at: [www.aodpartnership.org](http://www.aodpartnership.org) or email [melissa.moore@co.marathon.wi.us](mailto:melissa.moore@co.marathon.wi.us) for a copy.

***Become part of a statewide movement!***  
*By signing up for this training, you will have the opportunity to be part of an amazing network helping to fill the gaps in services within our community! You are the key to building communities supportive of recovery!*





A MESSAGE FROM HUMAN RESOURCES REGARDING YOUR TAXES

THERE HAS BEEN AN IMPORTANT CHANGE REGARDING THE 1095 FORM(S) AND YOUR TAX FILINGS

The IRS-established deadline for these form(s) to be furnished to you is January 31, 2018.

YOU WILL NOT BE ABLE TO COMPLETE AND FILE YOUR TAXES WITHOUT YOUR 1095 FORM(S) OR PROOF OF MEDICAL INSURANCE COVERAGE.

Your 2017 Tax Form will ask if you had medical insurance coverage for all 12 months. In 2018, the 1095 form(s) are needed to complete your taxes for 2017; employers and insurance providers are required to furnish these forms to their employees.

ADDITIONAL INFORMATION AND SAMPLES:

You will be receiving these forms because in 2014, the Affordable Care Act began requiring all Americans, with few exceptions, to have health insurance or pay a penalty of the greater of 2% of your household income or \$695 per person (\$347.50 per child under 18). The maximum penalty per family is \$2,085. The Affordable Care Act also requires that all employers who have more than 50 full time employees, offer coverage to their full-time employees.

In 2018, the IRS is requiring that each employer with over 50 full time employees report to the IRS the coverage they offered to their full time employees in 2017. This form is called a 1095-C form. As a self-insured health insurance plan, your employer is required to disclose the offer of coverage in Parts I, II, and III of the 1095-C form. The form will look like this:

If you accepted the health insurance offered by your employer, Part III of the 1095-C form will disclose the coverage you took and who was covered under your plan, month by month.

Q. What if I don't receive a 1095-C form?

A. You will only receive a 1095-C form if you are a full time employee and completed your waiting period for benefits. If you are a part time or variable hour employee, you will not receive a 1095-C form unless you had medical coverage with your employer. If you were on COBRA or Retiree continuation coverage in 2017, you will receive a form. If you should have received a 1095-C form and did not, then please contact your Human Resources department.

Q. What action do I need to take?

A. The IRS will be receiving a copy of your forms by March 31, 2018. It is imperative that you review the forms for any errors. If a Social Security Number or Tax Identification Number is missing or incorrect, please let your HR Department know immediately. This may affect the IRS' ability to confirm you and your family had coverage.

If you have more questions, please contact Lynn Wengelski in Human Resources at x4419.

Q. Will I have to amend my tax filing when I receive my 1095 form(s)?

A. The IRS has specifically stated that you will need to amend your tax filings upon receipt of your 1095 form(s) if you file your taxes prior to receiving the forms.

Q. Will I receive a 1095 form(s)?

A. If you are supposed to receive a form but do not receive your form by March 16, 2018, please contact your Human Resources department.

Q. Do I need to keep my 1095 form(s)?

A. Please keep these forms with your other tax records as these forms are important tax documents.

Q. What do the codes on Line 14 mean?

A. The codes listed on line 14 describe the coverage that your employer offered to you and if it was offered to your spouse and dependent(s), if any. These codes were provided to your employer by the IRS, and you will receive a copy of the codes with your form.

Q. Why is the amount on Line 15 of the 1095-C form different than the amount I pay for health insurance?

A. Although you may pay more than the amount listed on Line 15, the IRS requires that the employer put the premium an individual would pay for the lowest cost plan and for single coverage only. This is how the IRS determines if the plan was affordable.

Q. What do the codes on Line 16 mean?

A. The codes listed on line 16 describe your employment and health insurance enrollment status. These codes were also provided by the IRS, and you will receive a copy of the codes with your form.

Q. Will my dependents receive a 1095-B form if they were covered on my insurance?

A. No, since your employer is self-insured, Part III of the form will list each month you and your dependent(s) were enrolled in coverage for at least one day.

Q. What if I had coverage through somewhere other than my employer?

A. If you were full-time and benefit eligible then you will still receive a 1095-C form that will provide information on the offer of coverage made to you by your employer. However, you will still need to show that you were covered on a health insurance plan when you file your taxes. You will need to request a copy of the 1095-B or 1095-C form from the person covering you on their insurance. If you took coverage through the federal or state Healthcare Marketplace you will receive a 1095-A form.

Q. Will I get a form if I didn't take any coverage?

A. If you were full-time and benefit eligible then you will still receive a 1095-C form that will provide the information on the offer of coverage made to you by your employer. You will still need this form even if you had coverage elsewhere or didn't have any coverage at all. However, you will not receive a 1095-B form.



# WHAT'S 4 LUNCH?

## WAUSAU CAMPUS CAFETERIA

**Cafeteria Hours: Open 7am – 5:30 pm**

A Cashier is on duty from 9:00am – 10:00am , 10:30am – 1:30pm.

When a cashier is off duty, an honor system is used for food purchases.

**Serving Soup, Salad and Lunch Entree Option Monday – Friday.**

All hot sandwiches, hot foods and cold bar items are \$.35/ounce.

Soup: \$1.25 Cup | \$2.00 Bowl



### FEBRUARY 5 – 9, 2018

**MON 2/5 ..... Cheese Soup**  
Grilled Beef & Cheddar  
**Hungarian Pork Cutlet**  
Egg Noodles  
Rutabagas  
Brownies

**TUES 2/6..... Beef Bowtie Soup**  
Bacon Cheeseburger  
**Poor Man's Lobster**  
Twice Baked Mashed Potatoes  
Cabbage Slaw  
Lemon Poppyseed Cake

**WED 2/7 ..... Tomato Barley Soup**  
Breaded Chicken Tenders  
**Roast Beef**  
Boiled Potatoes  
Carrots  
Cherry Delight

**THURS 2/8 ..... Chicken Dumpling Soup**  
Tuna Wrap  
**Seasoned Chicken**  
Yams  
Jellied Cranberries  
Rainbow Cubes

**FRI 2/9 ..... Split Pea Soup**  
Baked Ham on a Kaiser  
**Beef & Rice Stuffed Pepper**  
Tomato Sauce  
Corn  
Sour Cream Fruit Salad  
Reese's Peanut Butter Cookie



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Employees Credit Union

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400 East Thomas Street • Wausau, WI 54403**



## DOES SOMEONE YOU LOVE USE OPIATES?

**DO YOU FEAR FOR THEIR LIFE?**  
NALOXONE CAN **LITERALLY**  
SAVE THEIR LIFE!  
**FREE NALOXONE TRAINING!**

**WHEN:** Friday, February 9th  
**WHERE:** North Central Health Care (Theater)  
1000 Lake View Drive  
Wausau, WI 54403  
**TIME:** 12:30pm - 1:00pm

**REGISTRATION:**  
Register at: <https://feb9naloxonetraining.eventbrite.com>  
Questions: contact Carley Zartner at [Carley.Zartner@arcw.org](mailto:Carley.Zartner@arcw.org) or (715) 355-6867

This training is sponsored (in part) by the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services (HHS) under grant #1F1910R0247. The content, views, and opinions expressed are those of the speakers and do not necessarily reflect those of SAMHSA or HHS.

**AIDS RESOURCE CENTER OF WISCONSIN (ARCW)**

LEARN MORE ABOUT ALL ARCW PROGRAMS: [arcw.org](http://arcw.org)